



FINANCE AND ADMINISTRATION CABINET

Ernie Fletcher
Governor

NEWS FROM KENTUCKY HIGHER EDUCATION ASSISTANCE AUTHORITY

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FOR IMMEDIATE RELEASE

KHEAA and The Student Loan People extend help desk hours

Frankfort, Kentucky (Dec. 6, 2005) — Kentuckians visiting the websites of the Kentucky Higher Education Assistance Authority (KHEAA) and The Student Loan People can now get help with technical problems for three hours longer on weeknights and Saturdays.

The two agencies, which administer state student financial aid programs, have extended their help desk hours to 7 a.m. until 8 p.m. weekdays and 9 a.m. until 5 p.m. Saturdays (Eastern time). The KHEAA and Student Loan People Help Desk is available toll free by calling (800) 818-2678.

KHEAA and The Student Loan People maintain the following websites:

- **www.kheaa.com**—Offers information about scholarships and grants, including the Kentucky Educational Excellence Scholarship (KEES) and provides college planning information.
- **www.studentloanpeople.com**—Describes the commonwealth's exceptionally low-cost student loans (BestStart) for all students and aggressive loan forgiveness programs (Best in Class, Best in Care, and Best in Law) for certain teachers, nurses, and public service attorneys.
- **www.itsmoneybaby.com**—Provides counseling and helps borrowers manage their student loan repayment.

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During the new hours, staff will be on-hand to provide users with technical support for all Web services, including User ID and password information for Zip Access, a system that allows students, parents and financial aid officers to view KHEAA account information.

For more information about Kentucky scholarships and grants, call (800) 928-8926, extension 7381, or write KHEAA, P.O. Box 798, Frankfort, KY 40602-0798. For more information about student loans, call (888) 678-4625 or write The Student Loan People, P.O. Box 24328, Louisville, KY 40224-0328. To learn how to plan and prepare for higher education, visit www.GoHigherKY.org.

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